

Consumer and Policy Services Operational Update

November 19, 2025

**Karl Justavino, Sr. Director of
Consumer and Policy Services**



2025 YTD Operational Results

As of October 31



Customer Care Center

773,700

Calls Serviced



Customer Correspondence

19,701

Incidents Processed



Live Chat

13,104

Chats Serviced



Policy Services

402,375

Tasks Processed